

**RFP 2003-40**  
**Additional Vendor Questions and Responses**  
**Set # 1**

**Question #1:**

Are you going to award by brand (i.e. HP, IBM)? If so, will you award more than one vendor per brand?

***Ans:***

The Commonwealth will award based on the merits of the proposal, not by brand. It is undecided if there will be more than one award per category. That will depend on the responses and the best interests of the Commonwealth.

**Question #2:**

Are you talking whiteboxes or clones (i.e. 3rd tier manufacturers)?

***Ans:***

We are open to your proposal. The Commonwealth is only seeking enterprise-class, stable machines.

**Question #3:**

Can we bid a brand that does not have desktops?

***Ans:***

Yes.

**Question #4:**

Can a reseller bid more than one brand? If so, how would we go about doing that? Would we need to submit separate bids and pricing sheets that we are proposing? Or would we submit one proposal and a second with the items that are different?

***Ans:***

Only one brand can be submitted across desktops, notebooks and servers per proposal. If you choose to submit different brands, that would require separate, complete proposals.

**Question #5:**

There are no requirements in this particular proposal for small, minority, or women-owned businesses which encourages manufacturers to bid directly and have all the purchases and services go through the manufacturer without utilizing S/M/W businesses. Also, in the award criteria, the vendor only has to have worked with a minority vendor in the past for any type of work. Would you consider changing the RFP so that the manufacturer's have to work with the small, minority, and women-owned businesses for this contract?

***Ans:***

We appreciate your comments. At this time the S/M/W process remains unchanged.

**Question #6:**

In reference to small, woman and minority business enterprises, does Virginia recognize certifications issued by other states?

***Ans:***

All that is required is to supply the information in the SWAM forms in Appendix J.

**Question #7:**

Omnipro Systems registered a Notice of Intent to Respond and Dick Synder of STG attended the pre-bidders conference. Omnipro Systems is a manufacturer and has asked Marketware Technologies to be the prime contractor for purposes of responding to this RFP. Marketware Technologies has not filed a Notice of Intent to Respond. Does this fact preclude Marketware Technologies from responding as prime contractor.

***Ans:***

No, but they should file an "Intent to Respond". In this way we know they are an interested party to the solicitation process.

**Question #8:**

Pertaining to Appendix A "General Supplier Information", please respond to the following:

Question 23 responses parenthetically indicate (Input 1) and (Input 2). It is not clear as to what is referenced or what the RFP is requesting of bidders. Please explain.

***Ans:***

Indicate whether you can track the metrics indicated and accomplish the metric requirements by responding in the "Yes" or "No" columns.

**Question #9:**

Questions 27 and 29 use the word "service". Is the use of this word to be interpreted in the narrow sense of "fixing" computers or more broadly to include sales functions as well?

***Ans:***

Includes repair and sales functions.

**Question #10:**

I Don't understand what you mean by minimum requirements and Offeror proposed specs. What are you looking for, the best price to meet the minimum spec or the best price for the proposed specs compared to other companies' best price for the proposed specs? Does that mean if someone offers a 2.0 Gig for the same prices as 1 1.6 Gig, they would have a better chance?

***Ans:***

Bear in mind that this is an RFP, not a bid, and many things are considered. The minimum spec's are just that, they are minimum requirements. Offerors are free to propose other spec's, provided they at least meet the minimum. Cost is certainly an important factor, but technical quality also will be considered.

**Question #11:**

Is the Commonwealth of Virginia defining any specific brand of computers under "enterprise-class"? (Page 29 – Personal Computer Pricing)?

***Ans:***

No.

**Question #12:**

Page 29- "If Offeror is a VAR, provide ONE OEM that you will adopt across all configurations for desktops, laptops and servers." Does this mean that the Offeror can ONLY bid one brand?

***Ans:***

Offerors can submit multiple proposals, but each proposal can only contain one brand.

**Question #13:**

Appendix A- The boxes for answers under this appendix in some cases are not large enough to show all the information all at once when we make a hard copy of this section. Do you prefer that in addition to answering these questions on Appendix A, we also copy these into a word document and make a hard copy of that as well, so you will see the complete answers?

***Ans:***

We will provide an unlocked version of the spreadsheet to enable you to format our responses more easily. You may submit Word-formatted attachments, if necessary.

**Question #14:**

If a participating vendor is a Small or woman Owned Business itself, do they still need to work with other SWAP (SWAM) businesses to get points in the evaluation process?

***Ans:***

Yes.

**Question #15:**

Regarding item “f” under the “Proposal Evaluation” page 7-8, how does a woman owned business proposal benefit in your evaluation process?

***Ans:***

Offerors benefit by the points received for doing business with other SWAM vendors.

**Question #15:**

On Page 28 – General Instructions you have asked for “...detailed information about company and ability and plans to meet the needs of Authorized Users”. Is this the same as what we are covering in Appendix A or is this a separate section we need to answer?

***Ans:***

These refer to specific questions in the Appendices. Appendix A does address General Supplier Information, but responses required throughout the RFP will illustrate the plans and ability to meet the needs of the users.

**Question #16:**

Appendix A – Question # 5- for privately held companies, Offerors must provide indicators for financial stability. What kind of documents will satisfy this requirement?

***Ans:***

Audited financial statements from the past 3 years, if available, otherwise provide information that is relevant in answering the question.

**Questions #17:**

We have done extensive searching, and we came to believe that no manufacturers offer 1U and 2U servers based on the Intel Pentium III or Xeon CPUs that offer hot-plug PCI slots. Hot-plug PCI slots are readily available on Quad Xeon 4U servers.

The absence of hot-plug PCI slots in 1U and 2U form factors has something to do with the system board chipset and limited space and volume of the chassis. Please therefore remove the hot plug requirements for the 1U and 2U servers.

***Ans:***

An amendment will be issued to address this.

**Question #18:**

Question: No 1U server currently available features redundant hot plug power supply. Please remove this requirement for the 1U server.

***Ans:***

An amendment will be issued to address this.

**Question #19:**

If a manufacturer (Dell, Gateway, IBM, HP) is awarded directly, will an authorized reseller of that platform have the opportunity to be a go-to partner for the OEM?

***Ans:***

The Contractor can designate a single source for ordering and payment. The Contractor may also employ subcontractors for delivery and service. The Contractor retains full responsibility and is the sole source of contact for the Commonwealth.

**Question #20:**

Who determines which resellers can be go-to partners for services and acquisition? The OEM, DIT, or the individual agency?

***Ans:***

See answer to question #19.

**Question #21:**

Should responses include a price schedule of services to UPGRADE response/restore times? Typically manufacturers do not offer a 4 hour response warranty on Laptops and notebooks. Is this 4 hour response really necessary on these items, or can you drop it back to next business day response? If the 4 hour response on the laptops and notebooks is mandatory, a premium will be added into the price of these items to cover the warranty uplift requirement. This uplift may not be required on all notebooks. How does DIT want to see this differentiation in pricing?

***Ans:***

Specific upgrades to response times have been included as options in the pricing grids C, D, E. 4-hour response is only requested as an option and the pricing should not be built into the base configuration pricing.

**Question #22:**

Should responses include a price for handling 'out of scope' labor, i.e., labor for activities not specifically named in this RFP?

***Ans:***

No.

**Question #23:**

If an authorized reseller does not submit a response to this RFP, will that reseller be prohibited from providing to the Commonwealth the products and/or services outlined in this RFP?

***Ans:***

No, unless the contract is made mandatory at a future date.

**Question #24:**

Did DIT intend for authorized resellers to submit responses, or did DIT intend to receive responses only from Manufacturers?

***Ans:***

DIT intends for both resellers and manufacturers to submit responses.

**Question #25:**

Will this award replace the Seat Management Contract?

***Ans:***

No.

**Question #26:**

Are installation services to be included in the total unit price? What, if any, services prior to installation will be required, such as staging, imaging, application loading, etc? If these services are not to be covered by this award, how does DIT anticipate they will be handled?

***Ans:***

No, they are not. The requirements are Agency-specific and will be discussed during negotiations.

**Question #27:**

Are disposal services to be included in the total price?

***Ans:***

No.

**Question #28:**

Is DIT's goal to establish Platforms (OEM's) of equipment, or Standards (OEM independent) of equipment?

***Ans:***

Platforms.

**Question #29:**

Many of the questions on are geared strictly to manufacturers. Resellers will need to respond with a "Not Applicable" or "Manufacturer Dependant" answer, as some of these considerations are outside of the control of the reseller. Will this hurt the resellers' chances of award?

***Ans:***

No.

**Question #30:**

Will the contract award make provisions for 'out of warranty' items?

***Ans:***

No.

**Question #31:**

Can a company respond to the services portion only?

***Ans:***

No.

**Question #32:**

Will the Commonwealth allow for further questions once the answers to questions are published, in case there is a need for further clarification regarding the answers?

***Ans:***

Yes.